

COUNTY OF MILWAUKEE
Inter-Office Communication

Date: 11/14/2025

To: Marcelia Nicholson, Chair, Milwaukee County Board of Supervisors

From: Chantell Jewell, Superintendent, Milwaukee County Community Reintegration Center (CRC)

Subject: The Superintendent of the Community Reintegration Center (CRC) respectfully requests approval to execute Amendment #3 to the Incarcerated People's Communication Services (IPCS) Agreement with Inmate Calling Solutions, LLC d/b/a ICSolutions (ICS). Through its partner, TextBehind, Inc., ICS will provide comprehensive offsite mail-scanning services designed to enhance facility safety, reduce contraband risks, and ensure the legally compliant handling of privileged mail.

File Type: Action Report

POLICY

Milwaukee County Code of General Ordinances:	MCCO 56.32
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BACKGROUND

On March 29, 2022, Milwaukee County entered into the Incarcerated People's Communication Services (IPCS) Agreement with Inmate Calling Solutions, LLC d/b/a ICSolutions ("ICS"). Under this Agreement, ICS provides telephone, video visitation, and tablet communications services for People in Our Care (PIOC) at the Milwaukee County Jail (MCJ) and the Community Reintegration Center (CRC).

The Contractor's proposal and the resulting Agreement contemplated that mail scanning services could be added later through a formal amendment and at additional cost to the County. At the request of the CRC, these services are now ready for activation.

ICS, through its partner TextBehind, Inc., will provide comprehensive offsite mail scanning services designed to improve facility safety, reduce contraband risks, and support legally compliant handling of privileged mail. TextBehind's DOCS, DIMI, and CAMMP platforms will enhance mail management workflows while maintaining encryption, sender verification, and attorney authentication protocols.

Amendment #3 establishes these services, their operational requirements, and the associated compensation framework.

DETAILS OF THE NEW CONTRACT

Amendment #3 to the Incarcerated People's Communication Services (IPCS) Agreement with ICSolutions authorizes the activation of offsite mail-scanning services for the Community Reintegration Center (CRC), January 1, 2026. Through its partner, TextBehind, Inc., ICSolutions will provide secure digital scanning, processing, delivery, and management of both privileged and non-privileged mail. These services are designed to enhance safety, reduce contraband risks, improve workflow efficiency, and ensure legal compliance through encrypted systems, sender verification, and attorney authentication tools. This amendment incorporates new service requirements, technology standards, staff tools, and PIOC access procedures into the Agreement. All other terms of the original IPCS Agreement remain unchanged. The term of the Agreement will continue through March 28, 2028, its original end date.

RECOMMENDATION

The Superintendent of the Community Reintegration Center respectfully requests the authority to execute Amendment #3 to the Incarcerated People's Communication Services Agreement, effective January 1, 2026, with ICSolutions for the activation and provision of mail scanning services through the end of the original term, contingent upon approval.

FISCAL EFFECT

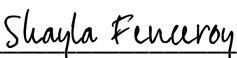
A fiscal note form is attached.

VIRTUAL MEETING INVITES

Chantell Jewell, Superintendent, Community Reintegration Center
Patricia Carravetta, Fiscal Administrator MCSO

PREPARED BY:

Veronica McClain
Senior Budget Analyst, Interim Public Safety Fiscal Administrator - CRC



Shayla Fenceroy, Assistant Superintendent, Community Reintegration Center
C/o Chantell Jewell, Superintendent, Milwaukee County Community Reintegration Center

cc: Kelly Bablitch, Chief of Staff, Milwaukee County Board of Supervisors
Janelle M. Jensen, Legislative Services Division Manager, Office of the County Clerk